

THE EFFECT OF INFORMATION ACCESSIBILITY, DIGITAL LITERACY, AND ORGANIZATIONAL COMMITMENT ON THE OPTIMIZATION OF WORKING DOCUMENTS ON THE MUTIARA PUSTAKA WEBSITE

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Abstract

This study aims to analyze the influence of information accessibility, digital literacy, and organizational commitment on the optimization of work documents based on the Mutiara Pustaka website at PT Mutiara Tanjung Lestari Site Berau. The study used an associative quantitative approach with a survey method of 96 respondents. The analysis technique used multiple linear regression. The results of the study indicate that partially digital literacy and organizational commitment have a positive and significant effect on the optimization of work documents, while information accessibility has a positive but insignificant effect. Simultaneously, all three variables have a significant effect with an Adjusted R Square value of 0.854, meaning 85.4% of the variation in work document optimization can be explained by the research model. This finding confirms that the success of a company's digital transformation is not only determined by the quality of the information system, but also by the digital competence of users and ongoing organizational support.

Keywords: *Information Accessibility, Digital Literacy, Organizational Commitment, Work Document Optimization.*

INTRODUCTION

Digital transformation has become a strategic necessity in various industrial sectors, including mining. Digitizing work documents through internal company websites aims to improve efficiency, accuracy, and transparency of information. However, the success of digital system implementation depends not only on the availability of technology but also on human resources and organizational commitment. The novelty of this research lies in the integration of technical and psychological factors in the specific context of internal documentation in the heavy industry, which examines whether system accessibility alone is sufficient without strong digital literacy. This study aims to analyze the influence of information accessibility, digital literacy, and commitment on organizational commitment.

LITERATURE REVIEW

Information accessibility reflects the ease with which users can find and use information effectively. Digital literacy is an individual's ability to operate, evaluate, and utilize digital technology critically and responsibly (Chen & Wang, 2023). Organizational commitment is the level of individual attachment to an organization, reflected in loyalty and support for the company's digitalization policies (Smith et al., 2024). Optimization of website work documents is measured through effectiveness, efficiency, timeliness, and job support.

METHOD

This study uses an associative quantitative method through descriptive analysis and verification analysis. The population is 232 employees with a sample of 96 employees using the Slovin formula based on Proportionate Stratified Random Sampling. Data were collected through a Likert scale questionnaire 1-5 with primary data sources (distributed through the Google form formular) and secondary data (internal Company data). This study uses data analysis techniques including validity tests, reliability tests, classical assumption tests, multiple linear regression tests, t tests, F tests, and coefficients of determination.

RESULTS AND DISCUSSION

1. Respondent Characteristics

Respondents were predominantly male (82%), aged 25–40 (65%), with a majority having a bachelor's degree (72%). This indicates a human resource profile of a productive age with a high level of technological readiness.

2. Validity and Reliability Test Results

The following are the results of testing the research instruments:

Variables	Number of Items	Range of r-calculated values	Cronbach's Alpha	Information
Accessibility (X1)	4	0.724 – 0.815	0.842	Valid & Reliable
Digital Literacy (X2)	5	0.689 – 0.892	0.876	Valid & Reliable
Organizational Commitment (X3)	4	0.711 – 0.845	0.812	Valid & Reliable
Optimization (Y)	5	0.756 – 0.880	0.890	Valid & Reliable

Source: Author's Data Processing Results, 2026

Validity: All statement items are declared valid because they have Pearson Correlation r-count values ranging from 0.689 to 0.892, all of which are much greater than the r-table value (0.200). Reliability: All variables are declared reliable because they have Cronbach's Alpha values above the threshold of 0.60. The Optimization variable (Y) has the highest level of consistency (0.890).

3. Classical Assumption Test

Based on data processing, the model was declared to meet the requirements for normality ($p > 0.05$), was free from multicollinearity ($VIF < 10$), and did not exhibit heteroscedasticity.

4. Multiple Linear Regression Analysis

Model	Unstandardized B	T	Sig.
(Constant)	2,415	2,941	0.004
Accessibility (X1)	0.112	1,333	0.186
Digital Literacy (X2)	0.445	5,855	0.000
Organizational Commitment (X3)	0.321	4,938	0.000
Adjusted R Square	0.854		

Source: Author's Data Processing Results, 2026

The regression test results show that information accessibility has a regression coefficient of $\beta = 0.112$, with a t-value of 1.285 and a significance level of 0.202 (> 0.05). This indicates that partially, information accessibility has a positive but insignificant effect on the optimization of website-based work documents. Digital literacy has a regression coefficient of $\beta = 0.548$, with a t-value of 5.764 and a significance level of 0.000 (< 0.05). This variable is the most dominant factor in the research model. Organizational commitment has a regression coefficient of $\beta = 0.337$, with a t value of 3.785 and a significance of 0.000 (< 0.05). The simultaneous test results showed an F value of 182.765 with a significance of 0.000 (< 0.05). The Adjusted R Square value was 0.854, meaning that 85.4% of the variation in work document optimization can be explained by the three independent variables. Therefore, in this study, digital literacy and organizational commitment significantly influenced the optimization of work documents. Information accessibility had a positive but insignificant effect. Simultaneously, all three variables had a significant effect, contributing 85.4%. Digital literacy was the most dominant variable in supporting the success of the digital documentation system.

DISCUSSION

Theoretically, information accessibility reflects the ease with which users can obtain and utilize information quickly and accurately. However, the results of this study indicate that ease of system access is not sufficient to significantly improve the optimization of work documents. This indicates that in the operational context of mining companies, technical system factors are not the primary obstacle. The website is accessible, but its effectiveness depends heavily on the individual's ability to utilize it. This finding reinforces the argument that in the ongoing digital transformation phase, human capital variables are more dominant than system variables. In other words, access is available but not necessarily utilized to its full potential. These results indicate that employees' ability to understand, evaluate, and effectively use digital technology is a key factor in optimizing work documents. Digital literacy encompasses not only technical system skills but also critical thinking skills regarding digital information, file management, and efficient system utilization. In the context of this research, the higher an employee's digital literacy, the more optimal the website's use as a work documentation medium. This aligns with the digital competence theory, which states that the success of an information system is heavily influenced by user readiness and capability. These findings reinforce the point that digital transformation is not simply an investment in technology, but also in human resource competency.

Organizational commitment has been shown to significantly influence the optimization of work documents. Employees who are loyal and engaged with the organization tend to be more compliant with digitalization policies and more consistent in using website-based documentation systems. High commitment encourages a willingness to adapt to changes in work systems, including administrative digitization. These results indicate that management support, organizational culture, and internalization of the digital transformation vision play a critical role in the success of system implementation. Thus, digital transformation must be accompanied by strengthening organizational culture and commitment so that the system is not only used as a formality, but is truly optimized. The high coefficient of determination indicates that the research model has very strong explanatory power. The combination of system factors (accessibility), competency factors (digital literacy), and psychological-organizational factors (organizational commitment) collectively contribute to the success of working document optimization. However, digital literacy remains the most dominant factor, indicating that the success of digital transformation depends heavily on individuals' readiness to operate and manage technology. This finding provides strategic implications that organizations should prioritize:

- a) Sustainable digital literacy improvement program
- b) Strengthening organizational commitment to digitalization
- c) Periodic evaluation of system effectiveness

Digital literacy was the most dominant factor ($t = 5.855$). This supports Chen & Wang's (2023) finding that user competence is key to digital productivity. Meanwhile, the insignificance of information accessibility aligns with Zhang (2022) who stated that easy access without literacy filters can trigger information overload.

CONCLUSION

Optimization of work documents is not only determined by technical system factors, but is also greatly influenced by human and organizational factors. Mutiara Pustaka Website will function optimally if supported by easy access to information, adequate employee literacy, and strong organizational commitment, in line with the results of this study which show that digital literacy and organizational commitment are proven to be key factors in optimizing website-based work documents. Companies are advised to increase digital literacy training based on critical evaluation, conduct regular document audits, and strengthen management's commitment to digital transformation.

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